
From: Philip Pouliot [philippouliot@mail.com]
Sent: Friday, February 20, 2009 2:44 PM
To: Williams, Catrice (DTC)
Subject: Catrice (verizon issue)

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To Secretary Catrice C. Williams

I have discovery in the Thursday Daily Hampshire Gazette about Verizon service complaints etc... I want to be part of this complaint since I have not fills out any form of complaint since because I have a weaker position to take action.

Last October 2008, I have had order first time speed internet DSL at my home address. My goal is to have a Video Phone since I am hard of hearing (partly deaf) to sign language to the deaf people and friends. No computer but plan on later in the future. Between 2 to 3 month later, when I tried to get the Video phone to work, I have learn the there was two problem with the internet that I though it was working. First, I was told there was a bad wire and second was the upload speed was not as fast or close enough as the download speed. I was told that in my area could not get that fast speed?

The video phones are requiring having good top upload speed and I could not get it. I have close down my Verizon account while I was not too happy about the service and not able to have any video phone up.

I also learned about the LAW for the deaf people to have the right to get a best possible video phone service. I could not stand up to this until I saw the NEWS.

What can you or I get the service work out?

Philip Pouliot

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